

Complaints Process

1. Purpose

The Paekākāriki Housing Trust is committed to providing a safe and effective response to people who have a complaint about our services.

We want to ensure:

- all complaints are investigated in a fair and timely way
- everyone in the Trust knows what to do if a complaint is received
- people receive a safe and effective response to complaints they make
- complaints are resolved and relationships are repaired where possible
- we gather information by which we can improve our services and the way we work, and
- we uphold the trust of our community.

2. Making a complaint

If you are dissatisfied about any aspect of the Trust's services, you may make a complaint and may (or may not) request that the Trust take specific action to address an issue. Complaints may relate to services, decisions, conduct, communications, or other matters involving the Trust or its representatives.

We encourage you to raise any issues as early as possible. Often matters can be resolved informally.

You can raise a complaint verbally or in writing to any of the following people:

- Manager Daphne Eriksen paekakarikihousingtrust@gmail.com
- Co-chair Tina Pope tinapopepht@gmail.com 027 232 9998
- Co-chair and Privacy Officer Mandy Preston phtprivacyofficer@gmail.com 021 239 5640, or
- Any other trustee.

Complaints should set out:

- What happened
- When and where it happened
- Who was involved
- What outcome is sought.

We will ensure any conflicts of interest are managed appropriately confidentiality throughout the process, and a fair process is undertaken to consider your complaint.

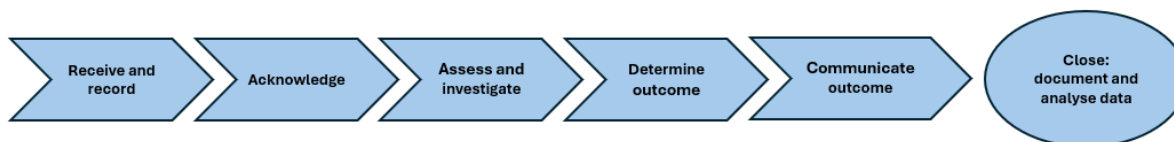
We will provide regular updates regarding the status of your complaint.

3. What happens after we receive a complaint

If an immediate resolution is not possible, a formal complaint is raised and will be directed to the co-chairs (or other trustees if appropriate).

You may involve a support person or advocate to assist you at any stage of the process if you wish.

Here are the steps we will follow.



We'll acknowledge receipt of your complaint within three working days.

The co-chairs (or other trustees) may be in touch for more information. They will assess and investigate your complaint, and determine what outcome and any next steps are appropriate.

They'll respond to you within 10 working days with their decision/s, and provide clear reasons. If a complaint is not able to be resolved within that time, they'll keep you informed of progress.

A record will be kept in a confidential Complaints Register.

4. Review of decision

If you remain dissatisfied, you may request a review be carried out, giving reasons for this request.

Two different trustees will be selected to consider the review request. These trustees will meet within 10 working days to consider:

- The complaint
- The record of the investigation
- The decision/s made and the reasons for those decision/s, and
- Your reasons for seeking the review.

A review will only be undertaken if the complaint is sufficiently serious to warrant it and where the trustees decide the original process was flawed.

The trustees may decide to:

- Undertake an internal or external review of the complaint, in part or full, which will generally follow the same process as above with necessary changes, or
- Decline the request, in which case the matter will be considered closed.

They will advise you of their decision within three working days of meeting, and the general process that will be followed if a review is to be undertaken.

The outcome of any review will be communicated to you within a further 10 working days. If a complaint is not able to be resolved within that time, you'll be kept informed of progress.